

## Mail Returned

Staff can only do the following steps in CARL-X. Notes cannot be added in accounts in Connect, yet. The following steps are to be followed when a printed notice sent to a patron comes back to the library. If a mailed notice is returned, the library (who may not be the home agency) should follow these steps:

1. Open up the patron's account.
2. Click on the Notes tab.
3. Near the bottom left-hand side of the window, click on the Notes button.
4. In the Note Editor window, choose the "800 - Urgent Note" option from the Note Type drop-down.
5. Under Note Contents, choose "Predefined" and then "Mail Returned" from the drop-down.
6. Click on Save when you are done.

Date	Note Type	Note
8/14/2020	Standard	Test patron
8/14/2020	Standard	Thu Apr 28 2016: Bill \$5.00, lost item 31389022631824 (Garden gate.)
8/14/2020	Standard	Thu Apr 28 2016: Bill \$5.00, lost item 31389022631824 (Garden gate.)
8/14/2020	Standard	Thu May 05 2016: Bill \$18.00, lost item 31389019412774 (City of ashes / Cassandra Clare)
10/18/2021	Urgent	Mail Returned

7. Staff should replace the patron's zip code with "99999." Save.
8. If there is any additional information needed, please put it in a note on the record with the date and your initials. This will ensure that the next library to check out the patron should verify and correct the patron's address and municipality, remove the Urgent Note, and send a patron update form to the home agency, if needed.